

PART 1 - PUBLIC

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Decision Maker: **Adult & Community Portfolio Holder**

Date: **For Pre-Decision Scrutiny by the A&C PDS Committee on  
14<sup>th</sup> June 2011**

Decision Type: Non-Urgent Non-Executive Non-Key

TITLE: **HOUSING AND RESIDENTIAL SERVICES: 2010/11  
PERFORMANCE REPORT**

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Chief Officer: Terry Rich, Director of Adult & Community Services

Ward: BOROUGHWIDE

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1. Reason for report

This report provides an overview of the performance of Housing & Residential Services against the key objectives and targets for 2010/11.

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**2. RECOMMENDATIONS**

2.1 The PDS Committee are asked to :-

- a) Note the performance against the key objectives and targets in the 2010/11 Portfolio Plan and Work Plan for these service areas.
- b) Consider and comment on the key drivers outlined in paragraphs 1.5 to 1.26 and the priorities identified for 2011/12 in paras 1.30 and 1.31

2.2 The Portfolio Holder is recommended to:

- a) Consider any comments from the PDS Committee.
- b) Agree the proposed priorities for 2011/12 as detailed in paragraphs 1.30 and 1.31 linked to the drivers and to meet the range of housing duties and needs in Bromley and to deal with increased pressures on the service resulting from the recession.

## Corporate Policy

Existing policy:

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## Financial

1. No cost All work detailed in this report are contained within existing Budgets
  2. N/A
  3. Budget head Report relates to entire Housing and Residential Services Division.
  4. Total budget for this head £2,689k latest approved controllable budget
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## Staff

1. Number of staff (current and additional) – This report is in relation to the work of the entire current Housing & Residential Services Division and does not involve any additional staffing
  2. If from existing staff resources, number of staff hours – 72.95 FTE posts
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## Legal

1. Statutory requirement: The work of the Housing Needs Service is governed by a strict legislative framework in relation to homelessness and allocations (The Housing Act 1996, as emmended by the Homelessness Act 2002) which sets out the key duties of the Local Housing Authority. This is accompanied by a Statutory Code of Guidance to which all Authorities must have regard in discharging their functions. The Housing Development Team supports the Housing Needs Service and Social Services and other Departments to fulfil the Council's statutory obligations in relation to preventing homelessness and providing housing. Residential Services covers statutory action to improve housing conditions and licensing of houses in multiple occupation, governed by the Housing Act 2004. The award of mandatory disabled facilities grants is governed by the Housing Grants, Construction & Regeneration Act 1996.
  2. Call-in is not applicable:
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## Customer Impact

Estimated number of users/beneficiaries (current and projected) - 7,500 households on Housing Register with average of 440 applications received per month. 4000+ households per year approach Housing Advice & Options service of whom around 3,000 face imminent homelessness. Around 150 people receive DFG's annually. Approximately 20 are assisted with major repairs via interest free loans. Around 1800 people access the handyman service. The Enforcement Team deals with approximately 1300 service requests annually.

## 1. COMMENTARY

- 1.1 The objectives and targets set for 2010/11 were designed to achieve both the Council's statutory duties and key national targets in respect of Housing, whilst ensuring that these were tailored to address local needs and priorities within Bromley.

### ***Summary of performance during 2009/10***

- 1.2 Progress against the specific priorities in the Housing & Residential Services Business Plan that arise directly from the Portfolio Plan priorities are detailed in appendix 1.
- 1.3 Significant progress has been made across all areas towards achieving key priorities, with the majority of objectives achieved by year end.
- 1.4 Of most note are the following:
- Achieving, ahead of schedule, the December 2010 target to halve the use of temporary accommodation against the December 2005 baseline and sustaining this reduction through the remainder of the year
  - Despite considerably increased numbers of households presenting at risk of homelessness, the continued focus on homeless prevention has achieved a sustained reduction in homeless acceptances – equating to an overall reduction of 59% in homeless acceptances since the 2005 baseline.
  - Continued achievement of zero use of shared nightly paid accommodation for under 18s.
  - Completion of the review of Housing Allocations and formal approval of the new Allocations Scheme in preparation for implementation and launch during 2011/12.
  - The Social Housing Tenancy Fraud Initiative work, initially with Affinity Sutton, has so far regained 30 properties which have been let to Council nominees.
  - Planning permission and £11.8m of funding was secured and work started on site for two more Extra Care Housing Schemes, 110 units, which will both complete by spring 2012.
  - £16.8million HCA funding secured for Housing Associations that will enable the delivery of 139 new build units and provide 20 units for short-medium term lease.
  - Out of £16.5m of funding obtained to deliver 300 units across SE London, Bromley has secured 90 street properties purchased and a further 40 new build units now under construction utilising £7.15 of this funding.
  - Achieved the highest number of insulation installations in London using Carbon Emissions Reduction Target (CERT) funding from utilities companies.
  - 2 successful Interim Empty Dwelling Management Orders (EDMO) achieved, with one property refurbished and back in use and let to two people with Learning Disability and their carer.
  - 2 successful prosecutions of Landlords for failure to maintain their properties, leading to serious risk to the health and safety of their tenants.

## **KEY DRIVERS: Overview of the current housing market supply and need position:**

### ***Housing Needs***

- 1.5 Like all London Boroughs, Bromley continues to experience high and increasing levels of housing need, with current significant increases being experienced as a result of the current economic climate and general slowing up of the housing market. Most notably are the recent increases seen in terms of homeless presentations and also those at risk of rough sleeping.
- 1.6 Since the onset of the recession, there has been a sustained increase of approximately 40% in those presenting in need of some level of housing advice and a 300% increase in households applying to join the housing register. This equates to the provision of detailed housing advice casework for approximately 4,000 households and more than 5,000 new housing register applications which have resulted in a 29% increase to the housing register during the past year – with many more where we are awaiting further information to verify priority banding.
- 1.7 The work during the financial year has therefore largely focused on providing timely and appropriate housing advice to prevent homelessness, manage expectation and promote self help to stave off increases in the number of homeless acceptances and temporary accommodation use – and cost.
- 1.8 For many – and an increasing proportion, the nature and complexity of issues requires in depth intervention and means that homelessness cannot be prevented. In these cases alternative accommodation needs to be secured to relieve the impending homeless status. Certainly towards the latter part of last financial year we have seen increased approaches from people who are facing repossession by lenders and particularly where it is a second loan secured against the property rather than the main mortgage.
- 1.9 The overall supply of RSL lettings was down by 26% (282 less properties to let, 159 of which would have had LBB nomination rights. In five particular weeks there were only four to six properties to let and, on each occasion, some of the listed properties were sheltered accommodation.
- 1.10 Despite the proactive work being undertaken with private landlords, Bromley, like most London Boroughs is now starting to see a marked slowing up of supply, in the main due to uncertainty and concerns relating to the recent changes in local housing allowance (LHA – Housing Benefit) rates for both leasing schemes and the general private rented stock. These have reduced the amount of HB for a given size of property and along with some of the other changes have made landlords more cautious/reluctant to let to someone who requires HB. This has also come at a time when the significant drop in house building and the issues around mortgages has resulted in significantly reduced Buy to Let market.
- 1.11 Recent research on the impact of the new LHA subsidy levels has shown that some 60% of London landlords say they cannot afford to lower rents, with 42% currently letting to LHA recipients advising they intend to scale back their operations. It is estimated that this affect up to 83,000 households in London, with approximately 19,000 of those likely to approach local authorities with impending homelessness due to an inability to afford their rent. Local research has identified in the region of 3,000 tenants who will be affected by the first phase of LHA changes with reductions of between a few pence and £35 per week – more if there are adult non dependants in the home. Changes coming in from January 2012 reducing HB for singles aged 25 to 34 to the single room rate would currently affect just over 400 claimants with some losing up to a further £100 pw. This will present problems for the

service and is also likely to see a growth in Houses in Multiple Occupation – again an area of work for this Division in regulation, licensing and enforcement of standards.

- 1.12 In relation to housing association leasing schemes, these changes added an additional £650K financial pressure on our providers. One provider pulled out and whilst work has been undertaken to mitigate this pressure and also to procure an additional provider, the new caps have impacted upon the level of procurement during the year, again reducing the available supply of properties for the Council to meet its duties and needs.
- 1.13 General increases in homelessness across London have seen increasing competition amongst local authorities for nightly paid and temporary accommodation. This has resulted in some authorities entering in to block booking arrangements and raising the rates they will pay. Some landlords have responded by pushing up charges. New LHA caps will have the most significant impact within central London, with the strong risk that those boroughs will seek to procure accommodation in outer London, thus reducing an already scarce supply of accommodation locally and impacting upon our ability to negotiate rents down and find a sufficient supply of accommodation within existing budgets.
- 1.14 The Mayor of London is finalising plans for a Pan London Mobility scheme linked to employment and support. This will initially require 5% of vacant social rented stock to be available across London – with the proposal that no Borough should end up importing more than it exports. This will commence later this year.
- 1.15 Thus, whilst the work of the service during the past year has managed to continue to maintain the reductions in the number of homelessness acceptances and households residing in temporary accommodation through increased housing advice, homeless prevention and housing options work, current trend analysis suggests that we are likely to see a sustained increase in homelessness and housing need approaches during 2011/12 and beyond and it will be very difficult to remain within the current usage levels of nightly paid accommodation.

### ***Housing Development & Supply***

- 1.16 The impact of the recession on housing development and supply was reported in detail in the H&RS Division 2008-09 Annual Performance Report and subsequent reports to PDS.
- 1.17 The recession has continued to affect the pace of new developments, both when schemes commence and complete. The number of new planning applications being submitted has fallen considerably and a number of new developments have been put on hold by private developers which, in turn, delays the delivery of affordable units secured on those sites. Furthermore, some owners of sites with existing planning permission have sought to reduce the proportion of affordable housing and/or increase its price or reduce/remove the amounts of Payments in Lieu, arguing that it is no longer financially viable to meet the planning permission requirements. Two examples are a £1.8m PiL being requested to become zero and a 51 unit OH requirement to become zero. In some cases the developer's arguments have been won on appeal.
- 1.18 The economic downturn takes time to fully impact upon new supply. In 2009-10, the bulk of starts on site and completion were already in the development pipeline before the economic downturn hit. It will likely to be over the next few years that the impact is really seen as the number of new sites coming forward falls and those already with planning consent are delayed until grant or sufficient funding is available. In addition, even as the economy starts to restabilise, the affects will continue to be felt for some time, given the lead in period for new planning applications and then development to start on site, factors

that will also be affected by availability of mortgage lending and deposits to enable people to purchase.

- 1.19 The reduction in planning applications coupled with the marked reduction in new building also significantly increases the difficulty in finding opportunities for the specialist accommodation supply required to meet the range of needs across the A&C Portfolio e.g. Learning and Physical Disabilities, Extra Care Housing.
- 1.20 Meanwhile, the whole process and methodology whereby the Homes and Communities Agency (HCA) funds new affordable housing development changed from April 2011. The main changes are :-
- no more grant for shared ownership
  - no more bidding for grant for specific sites.
  - four year “programme” for a RSL based on them delivering XX number of units for YY amount of grant
  - significantly reduced grant available and awarded – assumption is none unless a Financial Viability Assessment (with our input) proves it is required.
  - RSLs to charge up to 80% of market rent on new developments (not the much lower “Target Rents”) and to also convert the rents to up to 80% of market rents on the properties that become vacant in the rest of their stock, look at stock disposals and changing tenure to shared ownership and utilise this increased income to fund additional borrowing to be used to replace grant.
  - this new “product” is known as the Affordable Rent Model and properties let under the model will no longer have the “lifetime” tenancy. Instead RSLs will provide a new form of tenancy which has a review period and will have to move tenants on depending on the outcome of the review. The simple example would be underoccupiers but could include income levels. How all this pans out we will have to wait and see.
  - RSL and LA have to develop a Tenancy Strategy during 2011 around all of this. The LBB Tenancy Strategy will be drafted later this year and brought to PDS and Portfolio Holder for comment/approval.
- 1.21 These rent level changes will particularly affect London and, slightly less, the South. In many parts of the country RSL rents are already near or same as market rents so the capacity to generate extra income from increasing rents is mainly all in London and the south.
- 1.22 The additional problem with this change in bidding process is that no decisions have been made on funding sites for many months and the decisions on the current round of programme bids will not be made until around mid July. This has stagnated new starts and so will produce a gap in new supply when current sites are completed.
- 1.23 It will also be complicated – for us and clients – advertising the new style tenancies and rent levels on Choice Based Lettings schemes alongside other RSL stock that will be on the old style tenancies and lower rent levels and in getting clients to understand this. Again, time will tell what the affects will be on bidding patterns of clients on the Housing Register.

- 1.24 One area which will be significantly challenging under the new funding regime will be the ongoing provision of supported housing – e.g. for Learning Disability and Extra Care Housing provision. There is little capacity to increase rents of such units and thus reduced capacity to finance additional borrowing

### ***Residential Services***

- 1.25 The main drivers for these services are :-

- enquiries for grants/loans and assistance with improving poor housing conditions continues to be high. Increasingly in the recession private Landlords struggle to maintain properties – particularly those who bought to let for short term capital gain and not budgeting for the ongoing revenue implications let alone expecting to still be owning the property and unable to sell or now with negative equity.

- The Handyman Scheme faces high demand.

- Disabled Facility Grant works continues to face upwards cost pressure and there has been an increase in higher cost, larger adaptation cases. Anecdotally it appears that the effects of the recession might also have had an affect on the outcome of means testing with more cases where the Council is paying 100% of the cost. However, there are new rules to be consulted on nationally around eligibility criteria and client contributions and any changes will need to be implemented – although these will not be for some time.

- Empty property work is increasingly important now that the Government have introduced the New Homes Bonus and EPs play an important part in the amount of NHB the Council receives. Last year's work increased the NHB received by LBB in its 2011/12 budgets by £106.4k – and this sum will be received for a further five years along with any NHB each year (and then on a 6 year rolling basis) dependent on the number of long term empty homes each October.

- 1.26 A further driver will be around Houses in Multiple Occupation as already mentioned above in para 1.11 regarding the HB changes.

### ***Action Being Taken:***

- 1.27 The above is indicative of a volatile and uncertain period with decreasing supply against increased need. This position could impact on the level of successful homeless preventions and result in increased homeless acceptances and TA use with resultant financial pressure.
- 1.28 The aim continues to be to utilise a whole market approach, offering advice and support to households to sustain their current accommodation or, where this is not possible, to access accommodation across all sectors of the housing market dependent upon circumstances. Simultaneously, work continues to make best use of the supply of affordable housing, improve housing standards and bring empty properties back in to use. Further work will also be around advice, prevention and Landlord negotiation to seek to sustain people in their private sector tenancies that are affected by reductions in Housing Benefit.
- 1.29 On the supply side we will continue working to mitigate the impact of recession on as far as possible, notably through:

- Supporting provision of non-new build affordable housing provision: e.g. Temporary to Settled scheme, HCA funding for Housing Association Leasing and bring empty homes back in to use.
- Investigating the potential for existing sites to be re-designed and funded as housing for particular client groups, e.g. extra care housing provision, Community Rehab flats.
- Pursuing any funding opportunity available from the HCA – e.g. empty homes.
- Working closely with RSLs to review affordable housing tenure and tenure mix on developments to enable RSLs to obtain private finance and HCA grant and ensuring that RSL partners explore and maximise all new funding opportunities.
- Working to identify housing solutions for households who have been affected by the recession but are not eligible for Mortgage Rescue Schemes.

### **Key Priorities 2011/12**

- 1.30 A key priority will be to bed down the restructure in the Division which has reduced from three service areas and Heads of Service to two and reduced staff by 3.4 FTE. Whilst this includes a reduction in grant assistance activity to private sector housing, ceasing of energy efficiency work unless funded from bids and promoting and advising on more self help to tenants with disrepair/housing condition enquiries it also presents opportunities, for example, particularly around our work with private sector Landlords, associated homeless prevention and accessing their property for referrals from the Council.
- 1.31 Whilst there will clearly be the need for continuation of the very successful services and initiatives provided last year, the following key priorities have been identified for 2011-12:

#### ***Housing Needs and Housing Enforcement:-***

- Maximise take up of all homeless prevention and housing option schemes to achieve the targets on reduced homeless acceptances, maximising access to private rented sector accommodation and minimising the use of nightly paid short term accommodation.
- Continue to work in partnership with private rented sector landlords and RSLs to assist households to remain in their home or access private rented accommodation.
- Work with landlords to ameliorate and offer a range of schemes to meet their concerns about the HB changes, including direct HB payments, use of floating support, exploring a private sector leasing scheme to encourage Landlords to continue to accept our referrals.
- Jointly negotiate nightly paid rates across SE London to manage down landlord prices.
- Ensure Bromley Homeseekers adverts achieve the target allocation proportions and can simplify the advertising of the new style tenancies and properties with the new Affordable Rent Model higher rent levels. Due to the current pressure on accommodation and anticipated impact arising from the implementation of the new allocations scheme and associated re-registration process, it is proposed to extend the current agreed lettings plan guideline targets for the 2011/12 lettings plan, to be



reviewed following re-registration when analysis can be undertaken of the revised housing waiting list.

- Implement the new Allocations Scheme including re-registration and autobanding. This is in line with the revised time scale to launch by November 2011.
- Make best use of all available stock to meet emerging housing need including promotion of the underoccupation scheme and reducing the level of overcrowding.
- Continue zero use of shared facility nightly paid accommodation for young people and aim for the same for families.
- Continue work on the Social Housing Tenancy Fraud Initiative.
- Ensure the provision of debt and money advice to minimise the level of homelessness resulting from rent, loan and mortgage arrears.
- Review the nature of contacts with service users seeking to maximise the level of early intervention work, promoting self help, accessible information, etc to best manage the level of increase in demand for services and seek to reduce the number of callers to the office.
- Continue to work with landlords to improve housing conditions.
- Actively manage any increase in Houses in Multiple Occupation and work proactively to enable a supply to address any affect and needs arising from the changes in Housing Benefit to singles aged 25 to 34.
- Improvement of domestic energy efficiency through advice and discounts. Continuation of bids for external funding for energy efficiency improvements.

#### ***Housing Development, Home Improvement & Business Support:-***

- Improvement and reuse of derelict and vacant properties, bringing empty properties in to use building on experience gained from our first EDMOs and securing nomination rights for the Housing Needs Service.
- Work with Planning to ensure effective implementation of affordable housing planning policy to ensure new supply meets needs. Resist applications from developers to reduce affordable housing and Payments in Lieu on schemes with existing permissions.
- Actively contribute to production of new strategic planning documents, such as the LDF and Core Strategy, ensuring that strategic housing needs of ACS & CYP are reflected.
- Continue to lead for A&C Portfolio on the Bromley Town Centre AAP, ensuring the housing needs are included and opportunities maximised in regeneration plans.
- Ensure progress towards completion of new Extra Care Housing Schemes on schedule
- Supporting provision of non new-build affordable housing. e.g. deconversions and extensions to existing stock and HCA funding for private sector leasing.

- Work with RSLs to review affordable housing tenure and tenure mix on developments to enable RSLs to obtain private finance and HCA grant wherever possible;
- Develop and seek approval for a Tenancy Strategy
- Target grants for repair, adaptation and improvement of homes of vulnerable people to the highest need cases, and wherever possible, replace grants with loans.
- Advice to owners who are carrying out repairs and improvements, including help obtaining finance and interest free loans
- Working across the Sub Region – to develop a means for continuation of a handyman scheme based on the loss/reduction of the grant from 2011.

## **2. POLICY IMPLICATIONS**

- 2.1 The Adult & Community Portfolio Plan contains statements of Council policies and objectives in relation to housing and associated matters along with progress that members expect to make during the financial year and beyond. These are compliant with the statutory framework, within which the service must operate and incorporates both national targets and priorities identified from the findings of review, audits and stakeholder consultation.
- 2.2 The objectives and work detailed in this report to increase the supply of affordable housing assist in achieving targets in Building a Better Bromley as well as the achievement of other corporate priorities and targets e.g. Residential Home Reprovision, Learning Development Supported Living Initiative, Town Centre Regeneration etc.

## **3. FINANCIAL IMPLICATIONS**

- 3.1 There are no financial implications arising directly from this report. The current controllable budget for Housing and Residential Services is £2,689k and work to achieve the priorities outlined in this report is contained within the approved budget for 2011-12
- 3.2 The majority of the homeless prevention, social housing fraud and housing options work are grant funded through a Homelessness Grant along with a grant to mitigate the effects of the HB changes. Whilst the Homelessness grant funding has currently been secured until April 2013, the longer term future of grant funding is unclear and, along with the changes to HB and subsidy for Temporary Accommodation, will require close scrutiny in forthcoming years, particularly given the current economic uncertainty and likely increases in homelessness and associated costs. This will be reported to the Portfolio Holder as and when the need arises.
- 3.3.1 In respect of the Payment in Lieu budget there has been the following activity in the last year:-
- £29k allocated to assist household threatened with homelessness as a result of mortgage arrears to remain in their own home
  - £165k allocated gap funding a property providing 7 units for people with learning disabilities
  - £250.5k spent as gap funding one of the extra care housing schemes
  - £85k spent as gap funding for a general needs affordable housing scheme to enable the specific requirement of 2 wheelchair units and 7 three bedroom or larger units
  - The Council received a PiL of £725k, in lieu of affordable housing provision on-site on a private housing scheme in Bromley; and £4k PiL to support wheelchair unit provision from a scheme

where such provision was extremely difficult with a further £10k to be paid from a further scheme relating to wheelchair provision.

- £50k PiL confirmed under a planning consent granted at appeal for an application in Beckenham.

#### 4. LEGAL IMPLICATIONS

- 4.1 The Council has a number of statutory obligations in relation to housing as listed on page 2 of this report.
- 4.2 These include the provision of housing advice and assistance to prevent homelessness or divert from homelessness, assessment of homeless applications, to make temporary and permanent housing provision for those applicants to whom the Council has a statutory rehousing duty, supporting such households to sustain accommodation, having a published allocations criteria and policy producing housing and homelessness strategies; HMO Licensing; Disabled Facilities Grant adaptations; ensuring fitness and health and safety of private rented housing.
- 4.3 The priority areas identified in the Portfolio and Work Plans for Housing & Residential Services are based within this framework to ensure the Council fulfils its statutory obligations and complies with good practice.

<b>Non-Applicable Sections:</b>	Personnel
Background Documents: (Access via Contact Officer)	Overcrowding Strategy 2008 -2011 – Sara Bowrey Homelessness Strategy – Sara Bowrey Portfolio Plan 2010/11 – Catriona Ellis

## Appendix 1: Summary of Performance for the first half of 2010/11

**Status Indicator:** ✓ Action on target. ➤ Work commenced on target to achieve in year.  
 ✖ Action not yet commenced/ not achieved within year.  
 ↑ Above target; ↓ Below target: → on target

### 1. Housing Options & Homeless Prevention.

What we are doing?	Status	Commentary			
Reduce the number of people in temporary accommodation (TA) to achieve the government target to halve number from 2004 baseline by 2010.	✓ Green	Despite the continued increase in the numbers presenting for assistance, the 50% reduction target was achieved by the beginning of September and sustained for the remainder of the year.			
No 16/17 year olds will be housed in b& b accommodation by 2010 unless in an emergency.	✓ Green	Consistently achieved.			
Increase the number of people assisted through homeless prevention and option schemes by providing practical support to applicants to assist them in remaining in their own home or access private rented accommodation or otherwise resolve their housing need.	✓ Green	Despite increases in the numbers approaching as a result of the current economic climate we continue to proactively promote homeless prevention and housing options to all households who approach facing potential homelessness, increasing the number of successful direct interventions by 64% compared to 2009/10			
Implement mortgage & rent arrears prevention schemes action plan. Continue to promote & deliver the range of initiatives offered to assist customers facing mortgage or rent arrears difficulties including; full take up of the money advice service, promotion of MRS schemes and possession prevention funds.	✓ Green	This continues to be a key priority for the service, with a dedicated officer overseeing this work area to maximise the effectiveness of the initiatives in place to prevent homelessness. There has been full take-up of the debt/money advice surgeries assisting more than 150 households during the year. There have also been 23 successful mortgage rescue scheme completions.			
Continue to work in partnership with private rented sector (PRS). Landlords to assist households to remain in or access privately rented accommodation.	✓ Green	We have continued to work closely with landlords to maximise access to the private rented sector including a landlords' forum, a range of promotional activities and ongoing support and liaison work. In total 713 households have been assisted to secure accommodation in the private sector.			
Increase home visiting to improve the robustness of the housing assessment and to assist the aim of reducing homeless presentations and make the best use of properties/options.	✓ Green	Home visiting well established as part of initial housing options & homeless prevention/assessment processes. In addition ongoing visiting takes place for households residing in temporary accommodation to continue to monitor their circumstances and consider all potential housing options available to them.			
<b>Key Performance Indicators:</b>	<b>2009/10 Target</b>	<b>2009/10 Actual</b>	<b>2010/11 Target</b>	<b>2010/11 Actual</b>	<b>Status</b>
Number of households living in temporary accommodation (TA). NI 156 (LAA).	641	477	394: stretch by April 2011	427	➤ Amber
Homeless households approaching Council housing advice service(s) for whom housing advice casework intervention resolved their situation.	1,088	1,290	1,500	2,112	↑ Green
Number of households assisted to access the private rented sector.	198	262	300	267 (incentive schemes) 158 (HAL properties 288 – (introductions & advice) = 713	↑ Green
Number of homeless acceptances	489	414	>400	426	↑ Green
Proportion of households accepted as homeless who were previously accepted as homeless. BVPI 214.	3.25%	0.97%	<2%	0.88%	↑ Green
% change in number of homeless households including dependent children or pregnant women, placed in TA compared with the previous year.	-6.63%	-20.17%	-10%	-14.5%	↑ Green

\* Q2 CAB & September figures for Sanctuary scheme still to be added.

\*\* this is consistent with the reduction in prs properties being reported across London, however further acquisition has been achieved in the housing association leasing scheme to bring the overall number assisted into the private sector as prevention in line with the target.

## 2. Maximising Supply and Making Best Use of All Available Accommodation.

What we are doing	Status	Commentary
Complete the review of the allocations policy including consultation programme and mapping to IT systems.	➤ <b>Amber</b>	Completed – new scheme approved by the Portfolio Holder in November 2010. Implementation is dependent upon IT developmental work which is scheduled to be completed during the first half of 2011/12
Implement the Londonwide Accessible Housing Register and encourage social landlords operating in the borough to adopt the scheme.	✓ <b>Green</b>	Work well underway with RSLs to complete rolling programme of inspections to populate the accessible housing register.
Ensure accurate and timely housing register assessments, ensuring a backlog does not occur in the lead up to the implementation of autobanding and that the migration process and any closely is effectively managed.	✓ <b>Green</b>	Initial assessments are being completed within 3 weeks. However there are at anyone time in excess of around 1,000 open application awaiting further applicant information to conclude assessments. There has been a further increase in number of new applications being received, now in excess of 440 applications per month. Additional temporary staff have been put in place to avoid a backlog situation occurring pending implementation of the new allocations policy and automated banding. All cases are regularly monitored.
Continue to work closely with RSLs to identify overcrowded households and to address under occupancy	✓ <b>Green</b>	We continue to work closely with RSLs and have recently undertaken a refresh of the data we hold on overcrowded & underoccupied households to feed into a further campaign to visit the most severely overcrowded households and promote the range of options available in the toolkit we have developed.

## 3. Improving the Standards and Quality of Accommodation.

Service/Target (09/10)	Method of Delivery	Outturn	Status
To deal appropriately with all properties where there is a Category 1 or 2 hazard in relation to housing enforcement policy to ensure that the condition of rented accommodation is satisfactory. <b>Target: Make decent 220 homes that previously did not meet the Decent Homes Standard</b>	Statutory and informal action following enquiries and complaints. Assistance also given via advice, grants and loans in appropriate cases	638 Very good performance on energy efficiency delivered a higher than expected output.	<b>Green</b>
To investigate and resolve service requests relating to housing disrepair, overcrowding and unsatisfactory conditions in rented housing. To bring houses in disrepair up to a decent standard, prevent deterioration and reduce risk to the occupiers. <b>Target: 1300 complaints and service requests dealt with</b>	Statutory and informal action following enquiries and complaints. Assistance also given via advice, and grants and loans in appropriate cases.	1305 complaints and service requests handled. Some grant work with landlords has secured nomination rights for the Housing Needs Service	<b>Green</b>
To bring empty properties back in to use – <b>target 20</b> <b>Also:</b> Promote empty property loan scheme	Empty property group and strategy developed. Advice to owners. Implement and assess effectiveness of new Empty Dwelling Management Orders	57 bought back into use. Nomination rights secured for the Housing Needs Service	<b>Green</b>
Pursue Empty Dwelling management orders where necessary and build on lessons from existing orders	Service of a final EDMO in respect of a long term vacant property, to serve as a test of the EDMO procedures	First final EDMO served Oct 2009. Works completed April 2010, property now let and occupied. Second EDMO interim order approved in	<b>Green</b>

		August.	
Protect the health and safety of tenants. <b>Target: - To identify and inspect high risk houses in multiple occupation, and licence at least 20 under the new licensing regime</b>	Investigation of enquiries and complaints, and use of area surveys & database information. Publicity & training of landlords.	6 HMOs licensed. Total will increase in 2011/12 as a result of HMOs falling due to be relicensed.	<b>Amber</b>
To improve the energy efficiency of housing in the Borough by advice, grants, promotions and referrals.	Promotions, discounts and grants. SE London Cold Busters scheme retendered, using sub regional funding. Work with the Energy Savings Trust, provide free energy advice. Participate in Warm Zones scheme	Highest number of insulation installations in London Boroughs, using Carbon Emissions Reduction Target (CERT) funding from Utilities companies.	<b>Green</b>
Inspect all licensed caravan sites fully and formulate a risk based inspection schedule to ensure the safety of residents. <b>Target: To continue with programme of inspections and licensing visits</b>	Licenses issued and renewed as necessary. Provision of advisory, inspection and enforcement service for site owners, agents and residents. Liaised as appropriate with the Planning Division.	Inspection and licensing protocol produced and in use.  Risk based inspections ongoing	<b>Green</b>
To assist Borough residents to remain living in their own homes in comfort & safety, in order to maintain independence & quality of life. <b>Target: 120 home repair assistance grants 15 interest free loans</b>	Discretionary grants, loans and advice to assist commissioning of works of repair, improvement, adaptation and energy efficiency improvement. Service is delivered via Bromley Home improvement Agency (BHIA)	65 grants approved (output reduced due to budgetary restrictions)  19 loans approved	<b>Green</b>
Support residents with disabilities to remain in their homes <b>Target: - To provide disabled facilities grant assistance to 150 people with disabilities.</b>	Through an effective partnership with clients and the Occupational Therapy service, contractors and the handy person scheme.	127 grants approved	<b>Green</b>
To reduce hospital bed usage by people who are able to be discharged, but require works to their property. To reduce avoidable admissions as a result of falls and other accidents prevention. Continue to develop the hospital discharge/handyman scheme using sub regional housing funding. <b>Target: 1000 people assisted</b>	Working with adjacent boroughs, the PCT, and other departments to ensure referral of vulnerable clients to the scheme.	1807 people assisted with one or more small jobs or adaptations, 417 of these were linked to hospital discharge.	<b>Green</b>
Pilot 'Hard to Treat Homes' Solid Wall insulation Scheme to reduce carbon emissions.	Ongoing bids for external funding and launch of Cold Busters scheme	Cold Busters scheme made 174 homes decent. Bromley had highest uptake in sub region. The Coldbusters funding was fully utilised in the provision of heating and loft or cavity wall insulation. There was insufficient funding to enable a pilot project for Solid Wall Insulation to take place. The Coldbusters scheme has now ceased due to lack of funding.	<b>Green</b>
Work with Utility companies to assist people with low income to address fuel poverty	Promotion of Government's Warm Front grant scheme. Assisting clients with grant application to pay off fuel debt. Working with London Warm Zones, targeting funding at those in most need.	On going. 95 Households assisted under the Warmzones scheme, levering in £29,831 in funding from EDF Energy.	<b>Green</b>

**Work with RSLs and Developers to maintain the required level of affordable and special needs housing (eg ECH, LD and Foyer)**

**New Build Completions**

Tenure	Total Unit Completions	3 bed or larger unit completions	Wheelchair unit completions
Social Rent (general needs)	173	70	8
Rent-Campus Capital Programme	3	2	3
Social rent-Supported Living Initiative	9	1	2
Supported Housing	75	0	62
Intermediate Housing (shared ownership and intermediate rent)	95	1	0
<b>TOTAL</b>	<b>355</b>	<b>74</b>	<b>75</b>

**Existing stock**

Initiative	No of units
Settled Homes Initiative (Temporary to Permanent)	89
Temporary Social Housing- RSL Temporary Leasing scheme	24
<b>TOTAL</b>	<b>113</b>

**Elderly Extra Care Housing (ECH):**

Ann Sutherland House secured planning consent and funding to enable the delivery of 41 x 1bf and 9 x 2bf, all w/c accessible, and started on site in November 2010. Bromley Common Phase 1B secured planning approval and funding to deliver a further 42 x 1bf and 18 x 2bf, all w/c accessible, for Extra Care Housing, and started on site also in November 2010. Both schemes will complete by Spring 2012.

**LB Bromley PCT Re-provision:**

Two LB Bromley PCT Re-provision schemes delivering wheelchair accessible homes for 8 service users completed. A further 8 LB Bromley PCT Re-provision schemes that will deliver 24 units started onsite in 2010/11.

**Supported Housing:**

Works completed at Stafford House to re-configure existing facilities and provide 3 additional units in order to provide, new, self-contained units for 13 mental health service users. 2 x 2bed fully w/c adapted Community Rehabilitation flats providing short-term rehabilitation accommodation for adults with physical disabilities and sensory impairments were completed in February 2011 at Enterprise House, developed by L&Q. Under the Supported Living Initiative for people with learning disabilities, a scheme of 8 full wheelchair standard flats commenced on site, as well as a scheme comprising further 7 units. In addition under the SLI, during the year a scheme of 8 flats, and separately a house for group shared living, were completed.

**Hostels Re-provision Programme**

Q2 saw the successful completion of the Hostels Reconfiguration Programme resulting in no more shared facility units. The table below details re-provided accommodation:

Re-provided accommodation	1 bed	2bed	3bed	4bed
General Needs-rent		8	15	3
Self contained Temporary Accommodation	12	3		

**Foyer**

To date, whilst a few sites have been considered, none have proved suitable or viable. The recession has made sites hard to find and RSLs (particularly their Lenders) more cautious about anything that is not mainstream housing. Capital funding is scarcer and this will continue for the foreseeable future and the new HCA funding regime is going to make capital funding of such a scheme extremely difficult. The source of Revenue Funding that had been identified – Supporting People Grant – will not be increased in future and has had its Ring Fencing removed.

Performance Indicators:	08/09 Actual	2009/10 Actual	2010/11 Target	2010/11 Actual	status
Number of newly completed social rented & shared ownership units	227	221	350	355	→

## Lettings Plan Outturn for 2010/11

		Sheltered	General Needs							
			Studio/ 1 Bed	2 Bed	3 Bed	4+ Bed	Total		year Guideline Target	Status against guide proportion.
Homeless/ Homeless Prevention	Band A&B	21	74	193	89	13	390	427	523 66%	↓
	Special needs move-on	3	29	5	0	0	37			
Band A & B		2	6	21	26	6	61		142 18%	↓
Band C & D		25	57	23	22	0	127		77 9.7%	↑
Learning Disabilities*		0	0	0	1	0	1		20 2.6%	↓*
Care leavers**		n/a	16	1	0	0	17		25 3%	↓**
DAT**		0	0	0	0	0	0		0 0.7%	↓**
Total		51	182	243	138	19	633***		792 100%	↓
Anticipated supply		76	216	312	168	20	792			
Affinity Sutton nomination stock - transfers		21	42	47	50	7	167 against predicted supply of 290 % lets to AS = 36% (once taking account of additional properties provided as temporary accommodation this is on target against nomination rights)			
		<b>OVERALL SUPPLY 800</b>								

\* LD properties have been provided outside of the plan in line with the number of properties requested as detailed in the new development supply above. The 3 bedroom property provided for 3 clients.

\*\* Quota queues are demand led based on the number referred. The total allocations reflect number of customers referred for lettings during the year and thus meets the quotas required. These queues are currently predicted to be on target by year end.

\*\*\* Overall letting supply lower than predicted by 26% (282 properties) NB: it must be noted that whilst adverts set criteria and preference against the lettings plan targets there is still a significant proportion of adverts achieving only a limited interest from higher banded applicants. This continues to be carefully monitored with ongoing work to target higher banded applicants. In addition the implementation of the new allocations scheme will significantly reduce applicants in lower bands focusing only on those in greatest need to bid for available accommodation.